

Administrative Functions

Multiple Choice

Write the letter of the best answer on the blank provided.

- _____ 1. Which type of customer refers to responders, staff, and officers within a fire and emergency service organization? (145)
- A. Active
 - B. Passive
 - C. Internal
 - D. External
- _____ 2. Which of the following is an example of a basic need for external customers? (146)
- A. Fair compensation
 - B. Rewarding experiences
 - C. Protection of property from hazards
 - D. Feeling of being an integral part of organization
- _____ 3. The passive approach method of customer service information gathering requires: (146)
- A. surveys.
 - B. little effort.
 - C. weekly meetings.
 - D. informal interviews.
- _____ 4. Which of the following is the BEST way to practice active information gathering for customer service? (146)
- A. Waiting for customer complaints to be expressed
 - B. Posting informational flyers about budget concerns
 - C. Conducting surveys following an emergency response
 - D. Identifying existing problems from news/media reports
- _____ 5. Within the customer concept, information interpretation is BEST described as a way to analyze the needs/wants/desires of customers in order to determine: (147)
- A. modifications for standard operating procedures.
 - B. specific steps for conducting informal interviews.
 - C. potential trends that affect external customers only.
 - D. operational change suggestions, fiscal requirements, and priorities.

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- _____ 6. Which of the following is BEST identified as expectations that are based upon an organizational model, as well as upon strategic and operational plans? (147)
- A. Policies and procedures
 - B. Training and personnel files
 - C. Workplace compliance forms
 - D. Standard workplace evaluations
- _____ 7. Which of the following is the BEST way to help ensure understanding and compliance of policies and procedures? (147)
- A. Display in the break area.
 - B. Send only in electronic form.
 - C. Verify receipt by all personnel.
 - D. Establish weekly quizzes for subordinates.
- _____ 8. Which of the following may be created as a result from an appeal to management looking for guidance in making decisions on exceptional situations? (148)
- A. Orders
 - B. Policies
 - C. Directives
 - D. Ordinances
- _____ 9. The purpose of _____ is to determine if policies are effective and enforceable. (148)
- A. policy analysis
 - B. federal mandates
 - C. facility inspectors
 - D. state/provincial regulations
- _____ 10. Which of the following is BEST known as the written steps to follow when conducting organizational policy for some specific, recurring problem or situation? (149)
- A. Policy
 - B. Fire codes
 - C. Procedures
 - D. Action report
- _____ 11. Which of the following BEST describes the reason for establishing standard operating procedures within an organization? (149)
- A. Aids in setting boundaries for budgetary requests sent to chief officers.
 - B. Allows for changes in policy with extenuating circumstances involving personnel.
 - C. Enforces respect for authority and establishes a common ground for filing grievances.
 - D. Provides a consistent point of reference that helps all members perform to a measurable standard.

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- _____ 12. Which of the following is MOST likely to be an indication that revisions should be made to policies and procedures? (150)
- A. Legal mandates
 - B. Decrease in infractions
 - C. Company officer's promotion
 - D. Lack of external customer's feedback
- _____ 13. Which of the following is MOST likely to be a responsibility of company officers in the revision and monitoring process of policies and procedures? (150)
- A. Drafting revisions for approval by the local governing board.
 - B. Destroying older/outdated versions before new ones are approved.
 - C. Administering policies and procedures at the first level of supervision.
 - D. Managing concerns or complaints without communicating to supervisors.
- _____ 14. Which of the following statements BEST describe a company officer's communication responsibility at an emergency? (150)
- A. The company officer may only issue verbal orders.
 - B. The company officer may only issue written directives.
 - C. The company officer is not allowed to issue either orders or directives.
 - D. The company officer may issue verbal or written orders and directives.
- _____ 15. What is one step that company officers should take with regard to enforcing unpopular orders? (151)
- A. Assemble a committee of firefighters to appeal the order.
 - B. Never enforce orders that may adversely affect firefighters.
 - C. Explain to their subordinates that they should not question authority.
 - D. Make every effort to find out the reasons for the order being implemented.
- _____ 16. Proposed expenditures and expected revenue sources are part of an organization's: (151)
- A. budget.
 - B. benefits.
 - C. insurance.
 - D. personnel pay.
- _____ 17. Taxes, fees, fundraising events, corporate donations, and government subsidies are examples of: (151)
- A. private donations.
 - B. common revenue sources.
 - C. operating budget expenses.
 - D. jurisdictional personnel costs.
- _____ 18. Which of the following BEST describes what a company officer must understand about the budget process? (151)
- A. Limitations of contract services
 - B. Internal review of bid submissions
 - C. Types of revenue sources available
 - D. Presentation techniques for local governing board

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- _____ 19. The two types of budgets used by public organizations include capital and: (151)
- A. utility.
 - B. operating.
 - C. procedural.
 - D. discretionary.
- _____ 20. Which type of budget includes items that cost more than a certain specified amount of money and are expected to last more than one year? (152)
- A. Capital
 - B. Projected
 - C. Operating
 - D. Jurisdictional
- _____ 21. Which type of budget typically includes the recurring expense of apparatus and vehicle fuel? (152)
- A. Utility
 - B. Capital
 - C. Operating
 - D. Management
- _____ 22. What is the first step in the budget process? (152)
- A. Auditing
 - B. Planning
 - C. Preparing
 - D. Evaluating
- _____ 23. Which of the following BEST describes when the budget planning process occurs? (152)
- A. Throughout the current fiscal year
 - B. After completion of the internal review
 - C. Two years before the budget is implemented
 - D. Once the budget has been revised and evaluated
- _____ 24. During which step of the budget process are estimated revenues translated into preliminary budget priorities? (152)
- A. Planning
 - B. Monitoring
 - C. Preparation
 - D. Implementation
- _____ 25. Which of the following is a consideration that may be a part of the second step in the budget process? (153)
- A. Revisions
 - B. Bond sales
 - C. Fundraisers
 - D. Justifications

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- _____ 26. Implementation is BEST described as the phase during the budget process in which administrators, department heads, managers, and supervisors will: (153)
- A. have the funds to turn budgets into reality.
 - B. present the final review to the governing body.
 - C. justify budget requests with documentation and support.
 - D. incorporate the combined budget requests for the entire parent organization.
- _____ 27. Which of the following is MOST likely to be a cause for a budget revision? (153)
- A. Increase in revenue
 - B. Decrease in operating costs
 - C. Increase in service requirements
 - D. Continuation of labor agreement
- _____ 28. The systematic control of an organization's records in order to ensure quick access to information is known as: (154)
- A. records management.
 - B. management agreement.
 - C. long-range record plans.
 - D. external customer complaints.
- _____ 29. Which of the following is MOST likely to be a responsibility for company officers in records management? (154)
- A. Organizing file structures
 - B. Archiving old files off-site
 - C. Overseeing installation of the system
 - D. Creating reports that become part of the system
- _____ 30. Which of the following is MOST likely to be included in budget records? (154)
- A. Inspections
 - B. Surplus sales
 - C. Corrective maintenance
 - D. Attendance of personnel
- _____ 31. Fixed assets would MOST likely be found in which type of records? (155)
- A. Budget
 - B. Activity
 - C. Inventory
 - D. Maintenance
- _____ 32. What are the two distinct categories in maintenance records that hold significant legal value when an organization has to go to court over an incident involving a piece of its equipment? (155)
- A. Automatic and manual
 - B. Precursory and secondary
 - C. Motorized and unpowered
 - D. Preventative and corrective

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- _____ 33. Reducing wear, preventing damage, and extending the useful life of a vehicle is one goal of: (155)
- A. corrective maintenance.
 - B. activity (incident reports).
 - C. preventative maintenance.
 - D. fixed-asset budgetary requests.
- _____ 34. Maintenance records are MOST likely to be used to justify: (155)
- A. employee termination.
 - B. change in fuel companies.
 - C. need for additional personnel.
 - D. replacement of outdated equipment.
- _____ 35. Which of the following would MOST likely be a part of activity records? (156)
- A. Attendance
 - B. Purchasing receipts
 - C. Emergency responses
 - D. Annual fundraising records
- _____ 36. Which of the following BEST describes personnel records? (157)
- A. They are confidential with no exception.
 - B. They may be maintained at various levels and locations.
 - C. They are maintained for 10 years after employment ends.
 - D. They do not include documentation of biological exposure.
- _____ 37. Which of the following is a component that should be included in a training record for personnel? (157)
- A. Inventory
 - B. Outcomes
 - C. Rank of trainer
 - D. Confidential medical records
- _____ 38. Performance evaluations are MOST likely used to help individuals: (157)
- A. earn compensatory time.
 - B. prove discrimination charges.
 - C. reinforce good skills and discipline.
 - D. grant transfer requests within the department.
- _____ 39. Attendance records for all personnel are maintained in order to provide data for: (157)
- A. local media press releases.
 - B. payroll and benefit distribution.
 - C. current fiscal year budget requests.
 - D. documentation of fire and life safety inspections.

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- _____ 40. Which hazardous materials exposure would MOST likely be documented in personnel medical records? (158)
- A. Heat
 - B. Frost
 - C. Stress
 - D. Chemicals
- _____ 41. Medical records must be maintained for every employee _____ after the end of employment. (158)
- A. one year
 - B. five years
 - C. ten years
 - D. thirty years
- _____ 42. Which of the following would MOST likely be included in personnel medical records? (158)
- A. Dental exam results
 - B. Childhood medical exams
 - C. Post-medical-leave exams
 - D. Tobacco cessation attempts
- _____ 43. What is one responsibility that company officers have in regard to electronic data storage/retrieval? (158)
- A. Must learn to use the computer-based system to stay current
 - B. Must take classes in computer programming or computer languages
 - C. Must serve on committees that devote time to addressing Internet access
 - D. Must advocate for change at all levels of state/provincial governing bodies
- _____ 44. Which of the following provides access to a worldwide network through a computer system? (159)
- A. Monitor
 - B. Internet
 - C. Intranet
 - D. Database
- _____ 45. When personnel use organizational equipment or any personal devices connected to the organization's electronic data systems, they should: (160)
- A. expect everything to remain private.
 - B. share their password with a company officer.
 - C. request permission from a company officer to log on.
 - D. not expect emails, text messages, or blogs to remain private.

- _____ 46. Organizations should develop and adopt policies to limit access to _____ records to only those personnel with a legal right to know. (160)
- A. public
 - B. budget
 - C. inventory
 - D. confidential
- _____ 47. Public access to an organization's records is MOST likely to exclude _____ records. (160)
- A. personnel
 - B. purchasing
 - C. attendance
 - D. common revenue